

SARAH AHMED MALIK

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Dedicated and experienced Scrum Master, and a Customer Service Manager with more than 4 years of experience in driving customer satisfaction, retention, and growth. Skilled in building strong client relationships, understanding customer needs, and advocating for solutions that align with business objectives. Proficient in training, and providing ongoing support to ensure customers achieve their desired outcomes. Adept at identifying upselling and cross-selling opportunities to maximize growth.

Known for adaptability, professionalism, and a commitment to exceeding customer expectations.

Core Competencies

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| • Oracle Primavera | • Project Management Office |
| • Lean Six Sigma | • MS Office, Dynamics 365 |
| • Customer Relationship Management | • Qualitative & Quantitative Research |
| • Team Collaboration | • Talent Management & Recruitment |
| • Adaptability & Resilience | • Public Speaking |
| • Active Listening | • Problem Solving |

Professional Experience

MAE Tech (SMC-Pvt.) Ltd- Scrum Master (April 2024 to May 2025)

Islamabad

- Planning, organizing and managing project tasks and timelines.
- Coordinating with different teams and stakeholders to align on project goals and remove impediments.
- Supported budget tracking and resource allocation to enhance team performance and project efficiency.
- Coordinated project activities and resources to ensure alignment with project objectives.
- Maintaining project documentation, monitoring project progress and addressing issues.

ConnectX (Apex)- Customer Service Manager and Team Representative (April 2022 - March 2024)

UK (Remote)

- Partner and Customer Servicing.
- Acquiring properties across London and working closely with different Councils of London.
- Responsible for ensuring weekly and monthly targets are achieved.
- Partner Retention.
- Escalating urgent and major customer issues.
- Maintaining all the cases and their up-to-date report in the company's CRM software.

Ministry of Foreign Affairs, Pakistan- Policy Researcher (October 2019 - November 2020)

Islamabad

- Conducting and presenting research paper on Pakistan's foreign policy towards Afghanistan.
- Conducting research on the role of different institutions in the making of the foreign policy of Pakistan.
- Debate on Pak-US relations with different groups.
- Assisting in report writing for a round table talk on elections in India.
- Presenting a report on Pakistan's foreign policy towards India (Indo-Pak Relations).

Rizq- Community Service Officer (September 2018 – October 2019)

Islamabad

- Conducting research and developing proposals and reports for new and ongoing community projects.
- Optimizing data management for all ongoing/past projects through a centralized system

Inter Services Public Relations (ISPR)- Public Relations Intern (June 2018 – August 2018)

Rawalpindi

- Conducting research on fifth generation media warfare, nation building and national security.
- Creating press releases to tailor communication for maximum effectiveness.

Publications

- **Syrian policy vis-à-vis the Kurds** - Global Defense Insight
- **Kurdistan: Freedom, Terrorism or Treason; Journey from empires to a stateless nation** - Paradigm Shift
- **Administrative Reforms in Pakistan: The Past, Present & Future** -Paradigm Shift
- **Indo-US Collaboration in Indo Pacific and Its Implications on The Asian Region** - GFPR Journal (Volume 2019)
- **Leadership traits of Boris Johnson** - Pakistan Defence Forum
- **Is democracy the best political system in the world?** - Modern Diplomacy
- **The Belt and Road Initiative**- Daily Times

Certifications

- Collaborative Working in a remote team- **University of Leeds**
- Criminology beyond Crime- **The Open University**
- Ideas for a Better World: Leading Change Through Policymaking- **British Council**
- Artificial Intelligence- **Digital Skills**
- Strategic Leadership and Management- **Coursera**

Education

Bahria University, Islamabad (2022 - 2024)

MS- Project Management- *GPA 3.95*

National Defence University, Islamabad (2017 - 2021)

Bachelors in International Relations - *GPA 3.92*